

## VCP Networking Call

March 25<sup>th</sup>, 2020

**Topic:** What Community organizations/VA are doing to help Veterans, families and caregivers during the COVID-19 pandemic

- Heather Kamper – DRCOG
  - Older Americans Act funds
    - Working with service providers and billing
    - Looking to see if there is flexibility in the funding so transportation services can be used for meal delivery, etc.
  - Veteran Directed Program
    - No home visits → telehealth
    - Gearing up towards funding for non-skilled caregivers
- Dora Irvine – Cohen Clinic
  - All telehealth as of 3/16
  - Accepting new clients
    - Wait times have decreased
    - Have increased their capacity
    - All phone numbers the same
- Dr. Lisa Smith – VA Mental Health
  - Physically still presenting to the office, but doing all work via telehealth
  - Taking consults
    - Working to process everything as quickly as possible
    - Community care providers not able to reach individuals in the community – looking to bridge those gaps in service
    - If someone is in a crisis, they can do telehealth visits
- Linda Ebert - InnovAge
  - In home health services still active in face-to-face community visits
  - Independent living
    - Daily wellness phone call check-ins
      - Asking about meds, food, supplies, respiratory symptoms
  - No day care centers open
  - Offering sack lunches and food delivery
  - Mental health – working remotely
    - Calling clients twice a week
    - Taking new referrals
- Emma Armstrong – VA Community Resource and Referral Center (CRRC)
  - Walk-in clinic – not sure how long they will have showers available (will have an update by the end of the week)
  - If a homeless Veteran has a telephone, they ask that they call first for screening
  - However, if Veteran doesn't have a telephone, they are still doing in-person screening

- Housing clinic still looking to triage by phone, but can do in-person services
- Ash – Mental Health Partners in Broomfield/Boulder
  - Set-up social media platforms via Facebook for virtual hours for people to contact them for mental health or PCP
- Chelsea James – TRU Community Care
  - As of January 2020 they launched Telecare – rapid expansion
    - Daily check-ins via tablet w/ nurses for palliative care patients
    - Expanding to hospice patients and caregivers
    - Want to move to hospital as well for palliative care/hospice
- Jerome Eickstaedt – Peakview Behavioral Health
  - Offer mental health services for ages 7+
  - All services are via telehealth
  - No waitlists
  - He will be leaving to Mental Health and Addiction Program in Florida – will provide new contact info
- Maria Kallas – Denver Hospice
  - Still seeing patients in the home and in care center
  - Screening visitors/family members
  - RNs and SWs calling to pts in palliative care and hospice to see if they want visitors
  - Still going to hospitals
  - Meditation calls for staff members
  - She is the Veteran point-person
- Kate Hatten – Home Front Military Network
  - Merged Peak Military Care Network and the Home Front Cares
  - Majority of individuals are 50 years or older with food and housing insecurity
  - Are partnering with Project Cope (?) for utility bill assistance
- Hillary Lum – Next 50 Initiative
  - Community non-profits can apply for funds
  - Hillary can forward on information
- Diane Ricci – Jefferson County Veteran Service Office
  - In-person shut down until minimum of April 16<sup>th</sup>
  - Call 303-271-4574 or 303-271-4213 for Veterans Benefits
  - Some human services are still open
- Suzanne Buemi– Joining Community Forces
  - She has new contact info for VSOs
  - New resource guide for care (e.g. childcare, unemployment, mental health, etc.)
  - Newsletter goes out daily – look in top right corner to ensure it's the most up-to-date
  - **April 15<sup>th</sup> at 9 am – next Joining Community Forces Virtual Meeting**
- Ashley Phillips – Porter Adventist
  - Opened assessment center by appointment to get evaluated for care
    - Also providing them via Zoom
  - ICP are in Zoom platform

- John – Rocky Mountain Human Services
  - Office is closed, working remotely
  - As of today (3/25/20), their director is allowing them to place homeless Veterans in extended stay hotels/motels for up to a month
- Stacey Moslet – Denver County – DHHS
  - Still providing 100% service coverage
  - Still taking referrals – 720-944-3500
    - Leave a message that provides the Veteran's name, phone number and what they need
- Sasha Benner – Lutheran Hospice
  - Outpatient – rolled out telehealth for patients
  - Inpatient still open – only 2 visitors at a time
  - Kelly Watson will be leaving
  - Many need to postpone Hospice Veteran Partnership cookout in June
- Hillary Lum – VA Telehealth for Geriatric Patients and Palliative Care
  - Many adult day centers not open
  - Hillary requested calls for phone check-ins with rural Veterans
  - Medical students are not doing clinical care
    - Offered to have them volunteer if need
    - Contact Hillary or Courtney if interested
- Katie Civileto – Give an Hour
  - Providers are doing video calls
    - Capacity for one-on-one
  - Have COVID-19 resources
- Kady Nearing – GRECC Connect
  - National initiative to increase access to telehealth
  - Kady can disseminate resources for technology on virtual platforms via Hillary and Courtney with the group
- Kathy Ford– CO Department of Labor
  - Working remotely
  - Workforce units still working with Veterans for employment
  - Go to CO Department of Labor website for unemployment resources
- VCP Website
  - Minutes included
  - Can post resources on telehealth on the website
- VCP Steering Committee
  - Webinars – Psych Armor ??? – education classes

Courtney – happy to add resources/fliers to VCP newsletter in April

**Next Joining Community Forces Meeting - April 15<sup>th</sup> at 9 am – Remote only**

